

To:

Dentists

Nurse

Practitioners

Optometrists

Pharmacies

Physician

Assistants

Physician Clinics

Physicians

Podiatrists

HMOs and Other

Managed Care  
Programs

## Reminder that annual SeniorCare renewal process has started

SeniorCare benefits are approved for a 12-month period. Participants will need to complete an annual SeniorCare renewal application to renew their eligibility.

The annual renewal process has started for over 42,000 Wisconsin SeniorCare Prescription Drug Assistance Program participants who were initially enrolled in the program on September 1, 2002.

### General SeniorCare renewal information

Participants in the Wisconsin SeniorCare Prescription Drug Assistance Program must reapply annually to renew their eligibility.

In the month prior to the month in which their benefit period ends, participants are mailed preprinted renewal application forms. They have approximately six weeks to submit their renewal application and an enrollment fee to Wisconsin SeniorCare to avoid any gaps in coverage from one benefit period to the next.

Providers should be aware that:

- Participants may experience a delay in their ability to immediately access coverage or a gap in coverage if they do not complete this process correctly and within the time frames indicated on the renewal notice.

- If participants do not complete and return the renewal application, their SeniorCare benefit will end after the last day of their current benefit period.
- Participants' levels of participation may change as a result of this renewal process.
- Participants must meet the appropriate spenddown and deductible requirements based on their level of participation for the new benefit period.
- Participants who renew their enrollment in the program will *not* receive new SeniorCare identification cards; they will continue to use their current SeniorCare identification cards.
- Participants who have questions about the SeniorCare renewal process may be directed to SeniorCare Customer Service at (800) 657-2038.

### For participants who enrolled in SeniorCare on September 1, 2002

The 12-month benefit period for over 42,000 Wisconsin SeniorCare participants who enrolled in the program on September 1, 2002, ends on August 31, 2003. These participants must submit renewal applications and enrollment fees to Wisconsin SeniorCare to renew their eligibility in the program. Participants will receive decisions on their eligibility within four to six weeks of submitting their renewal applications and enrollment fees to Wisconsin SeniorCare.

The begin date of a participant's renewed SeniorCare eligibility will be the first of the month following the month all eligibility criteria are met, including payment of the enrollment fee.

The following chart shows how SeniorCare participants' coverage may be affected by the date their renewal applications are received by Wisconsin SeniorCare.

The *Wisconsin Medicaid and BadgerCare Update* is the first source of program policy and billing information for providers.

Wisconsin Medicaid, BadgerCare, and SeniorCare are administered by the Division of Health Care Financing, Wisconsin Department of Health and Family Services, P.O. Box 309, Madison, WI 53701-0309.

For questions, call Provider Services at (800) 947-9627 or (608) 221-9883 or visit our Web site at [www.dhfs.state.wi.us/medicaid/](http://www.dhfs.state.wi.us/medicaid/).

The begin date of a participant's renewed SeniorCare eligibility will be the first of the month following the month all eligibility criteria are met, including payment of the enrollment fee.

<b>How coverage for participants who enrolled in SeniorCare on September 1, 2002, may be affected by the date their renewal applications are received by Wisconsin SeniorCare</b>	
<b>If correct and complete renewal application is received:</b>	<b>There will be:</b>
By August 5, 2003	No delay in participant's ability to access benefits, provided that his or her application is accurate and complete and he or she remains eligible. Renewed enrollment period begins on September 1, 2003.
Between August 6, 2003, and August 31, 2003	A possible delay in the participant's ability to access benefits, depending on the actual date of receipt of his or her renewal application and the completeness of that application. SeniorCare will process the application within 30 days. If the participant remains eligible, coverage will be backdated to September 1, 2003. Pharmacies should resubmit claims for participants who have a delay in their ability to access benefits.
After August 31, 2003	A gap in coverage, although renewal applications received after this date will still be processed.

participants' ability to access benefits and possible gaps in coverage caused by incomplete, incorrect, or late renewal applications.

**Reminder to verify participant eligibility**

Providers should always verify a participant's eligibility before providing services both to determine eligibility for the current date and to determine any limitations to the participant's coverage.

Pharmacies using real-time Point-of-Sale online processing systems have eligibility verification as part of the claims processing system. Pharmacies and other providers not using

**Ongoing renewals for participants who enrolled in SeniorCare after September 1, 2002**

Participants who enrolled in the SeniorCare program after September 1, 2002, will have annual renewal applications and enrollment fees due 12 months after their initial enrollment date. Providers should be aware of possible delays in

real-time online claims processing should verify participant eligibility by using the Wisconsin Medicaid Eligibility Verification System (EVS). Refer to the Provider Resources section of the All-Provider Handbook or the Medicaid Web site at [www.dhfs.state.wi.us/medicaid/](http://www.dhfs.state.wi.us/medicaid/) for more information about the EVS.